CAPT K.R. Wright
Deputy Assistant Chief for Dentistry

Dental Optimization

Guidance from Above

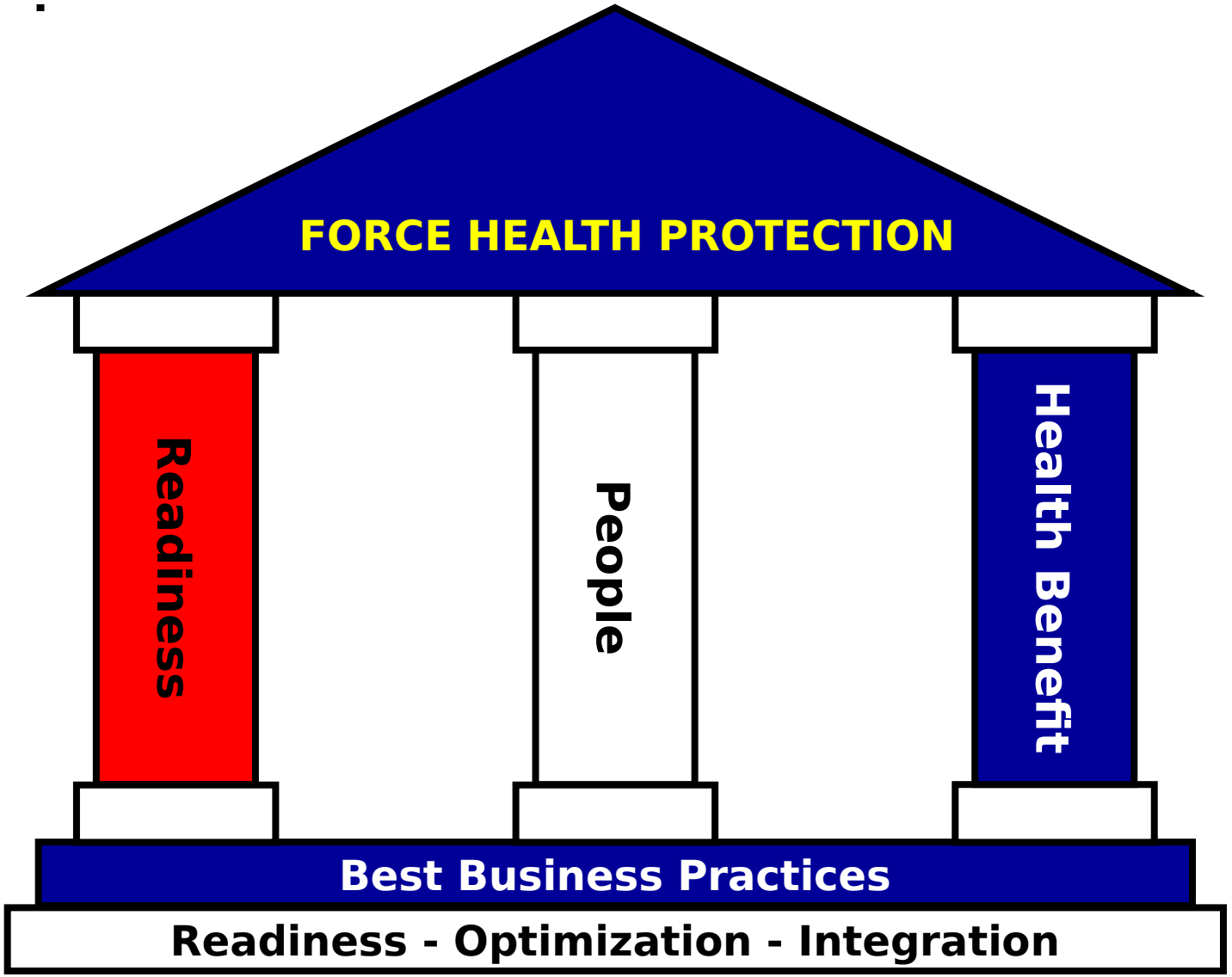
- **CNO: MR²QA**
  - ✓Manpower
  - ✓Current Readiness
  - ✓Future Readiness
  - ✓Quality of Servic
  - ✓Alignment
- **SG: ROI**
  - ✓Readiness
  - ✓Optimization
  - ✓Integration

Force Health Protection

- Healthy and Fit Force
- Deploy with them to protect
- Restore health: deployed, and at home

Force Health Protection

- Dental Health and Readiness are important variables in the Force Health Protection equation.
- Dental urgencies/emergencies represent 10-20% of total casualties in a contingency.
- Active Duty Dental Health and Readiness
- DoD Goal → 95% Operational Dental Readiness


FORCE HEALTH PROTECTION
Readiness
People
Health Benefit
Best Business Practices
Readiness - Optimization - Integration

Navy Dentistry's Strategic Plan

Mission

Ensure Dental Readiness While Optimizing Dental Health!

Vision

Dental Health for Those Entrusted to Our Care!

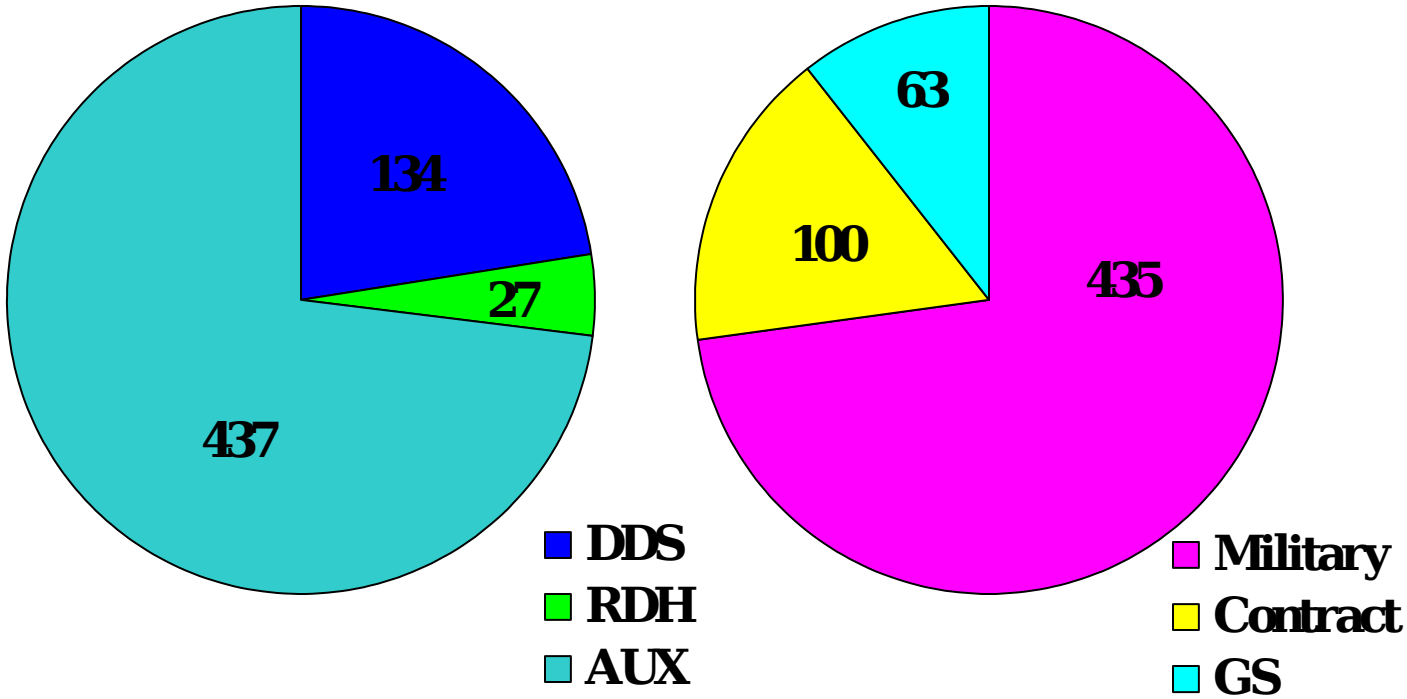
Dental Optimization Tenets

Effective use of personnel and equipment

quitable alignment o resources

Evidence-based clinical practice

NDCSW Staff
Total: 598

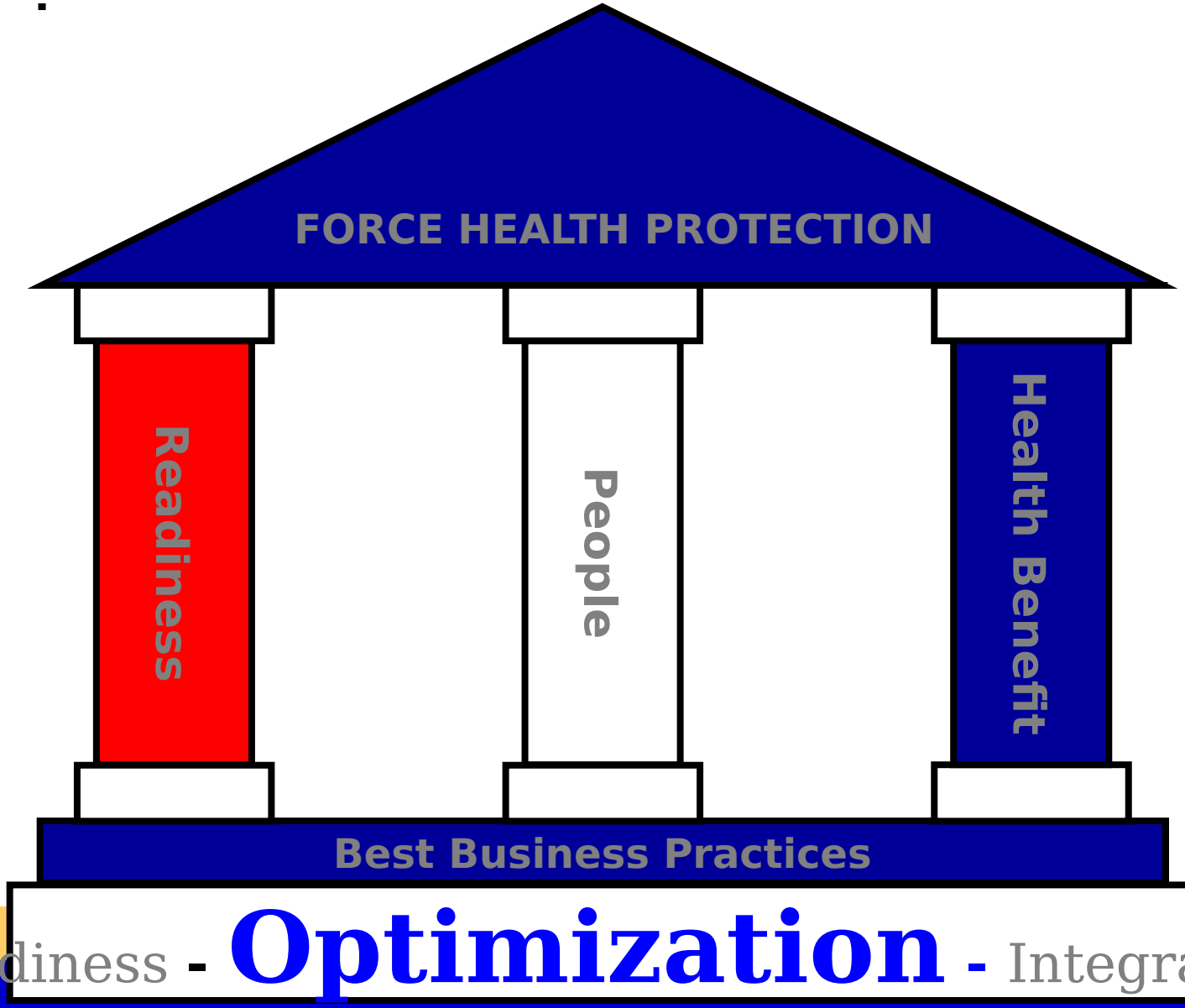


NDCSW
Patients Entrusted to Our Care

Total = 76,056

Ships with Dental Officers not included in total

So, Where are we?



Readiness - **Optimization** - Integratio

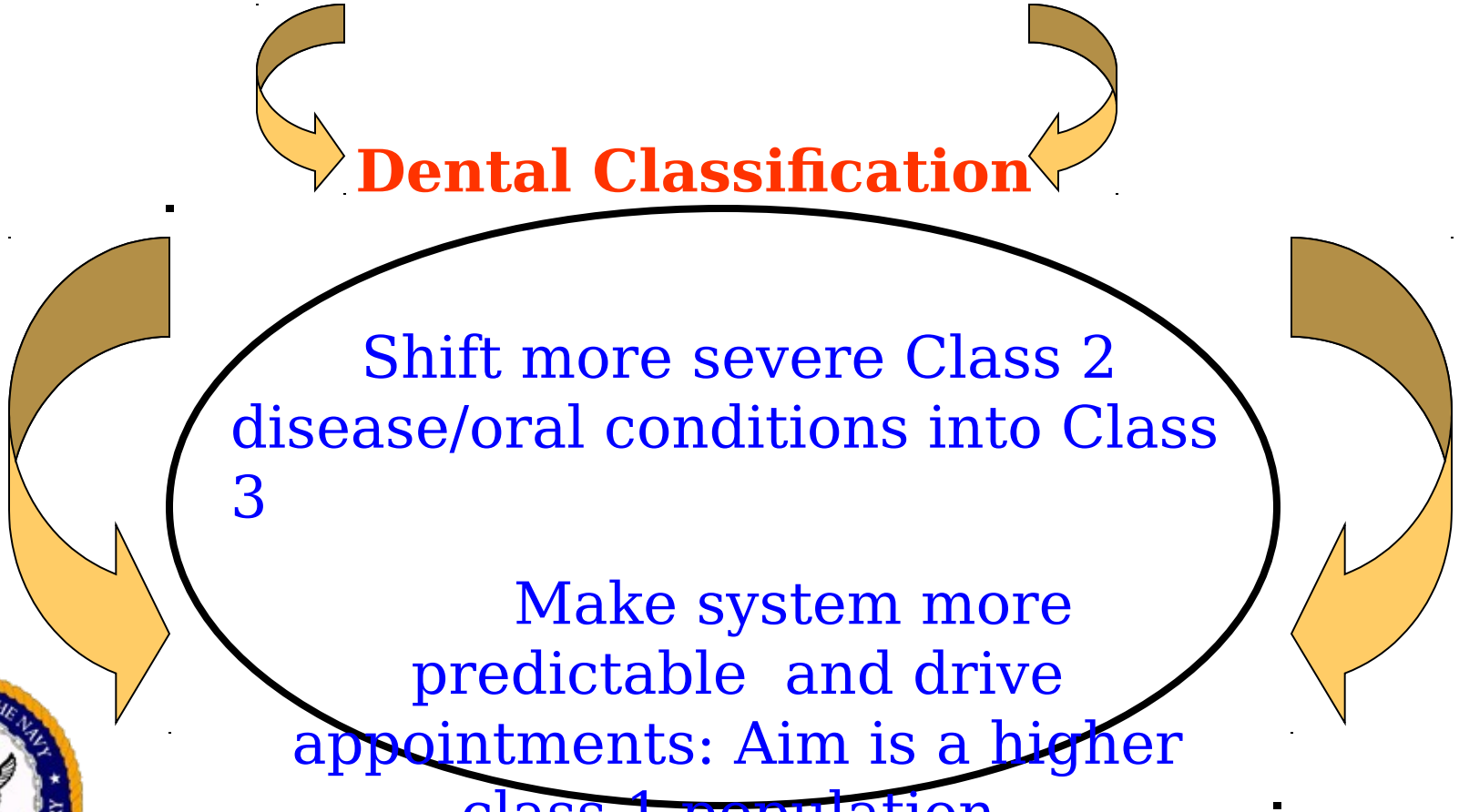
So . . . where are we going?

- Predict and shape the future
- Present
  - End of Cold War – New Strategies
  - Technology Shifts
- Future
  - Task Organized
  - Scalable
  - Flexible

Optimization Components

- A More Predictable Dental Classification System
- Multi-chair Delivery With Expanded Function Techs
- Expanded Function Training
- Digital Radiography
- Electronic Scheduler
- eBusiness/eHealth (Reports and Data Collection)
- Prosthetic Laboratory Initiatives

A Prioritized and Aligned Strategic Plan


Dental Classification
Shift more severe Class 2 disease/oral conditions into Class 3
Make system more predictable and drive appointments: Aim is a higher class 1 population.

A Prioritized and Aligned Strategic Plan

Multi-Chair Delivery

Team Concept

- One Dentist
- Three Technicians
- Two Dental Treatment Rooms
- Practice Manager

Multi-Chair Delivery

Team Approach adopted from lessons learned at NDCPH

- 1:2:3 ratio (1doc: 2 DTR: 3 tech ratio)
- Compared with standard 1:1:1 ratio, 1:2:3 yielded 250% gain in productivity over an 8 month period in fewer hours.
- Compared with 1:2:2 ratio: 1:2:3 yielded almost 100% gain over 8 month period in fewer hours.

Standard Delivery (1-1-1): DWV/Month = 162.77

Multi-Chair Delivery (1:2:2): DWV/Month = 245.14

Expanded Function (1:2:3): DWV/Month = 415.13 (October - June Time Frame)

Expanded Function (1:2:3): DWV/Month = 471.14 (92.19% increase)

Multi-Chair Delivery

Team Approach adopted from lessons learned at NDCPH

- Enlisted Practice Manager
- Keep the chairs filled
- “One-Stop” appointment system
- Stable staffing
- Business mentality
- Incentive based

A Prioritized and Aligned Strategic Plan

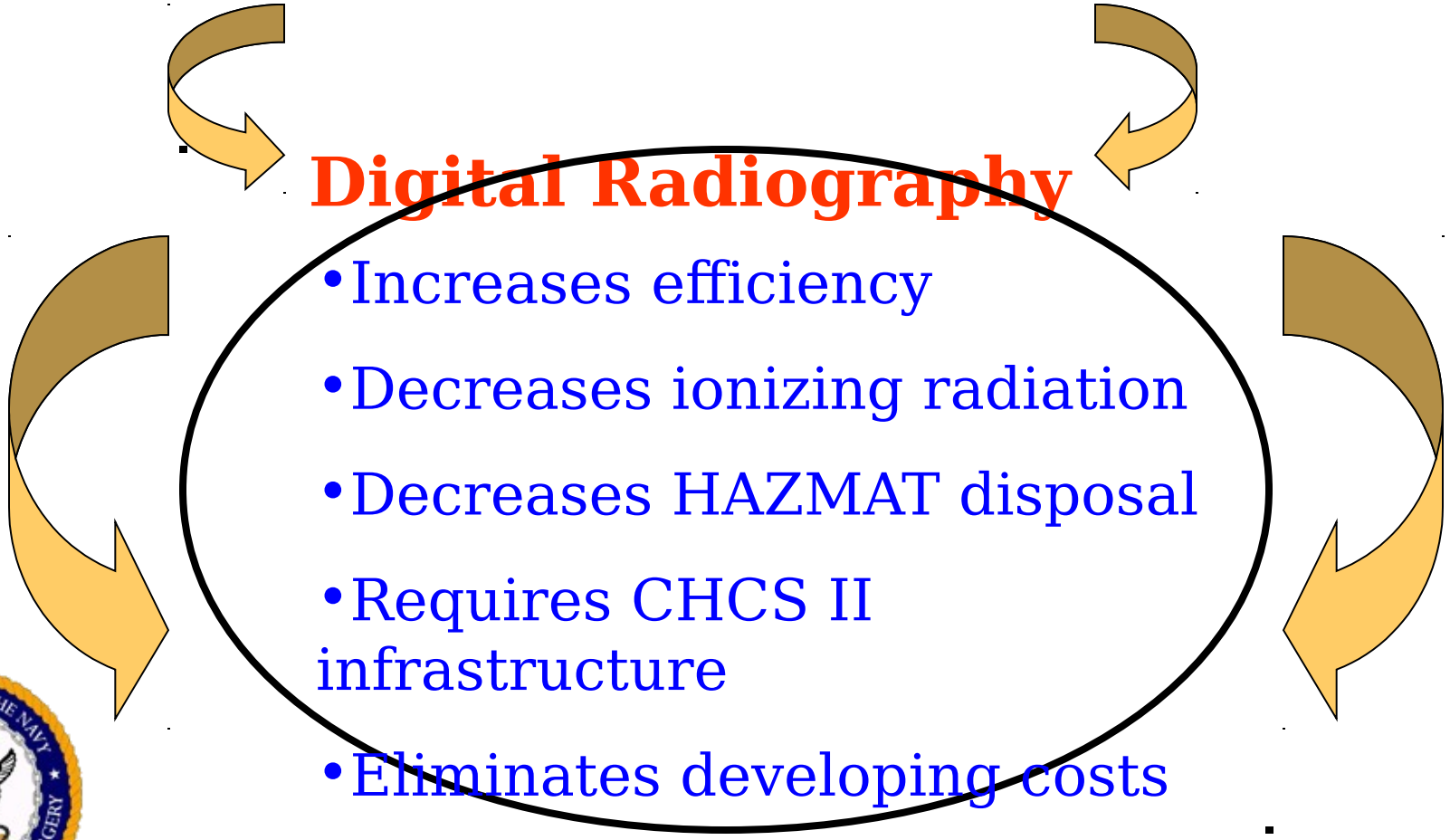
Expanded Function Training

- Course offering at NNDC Bethesda

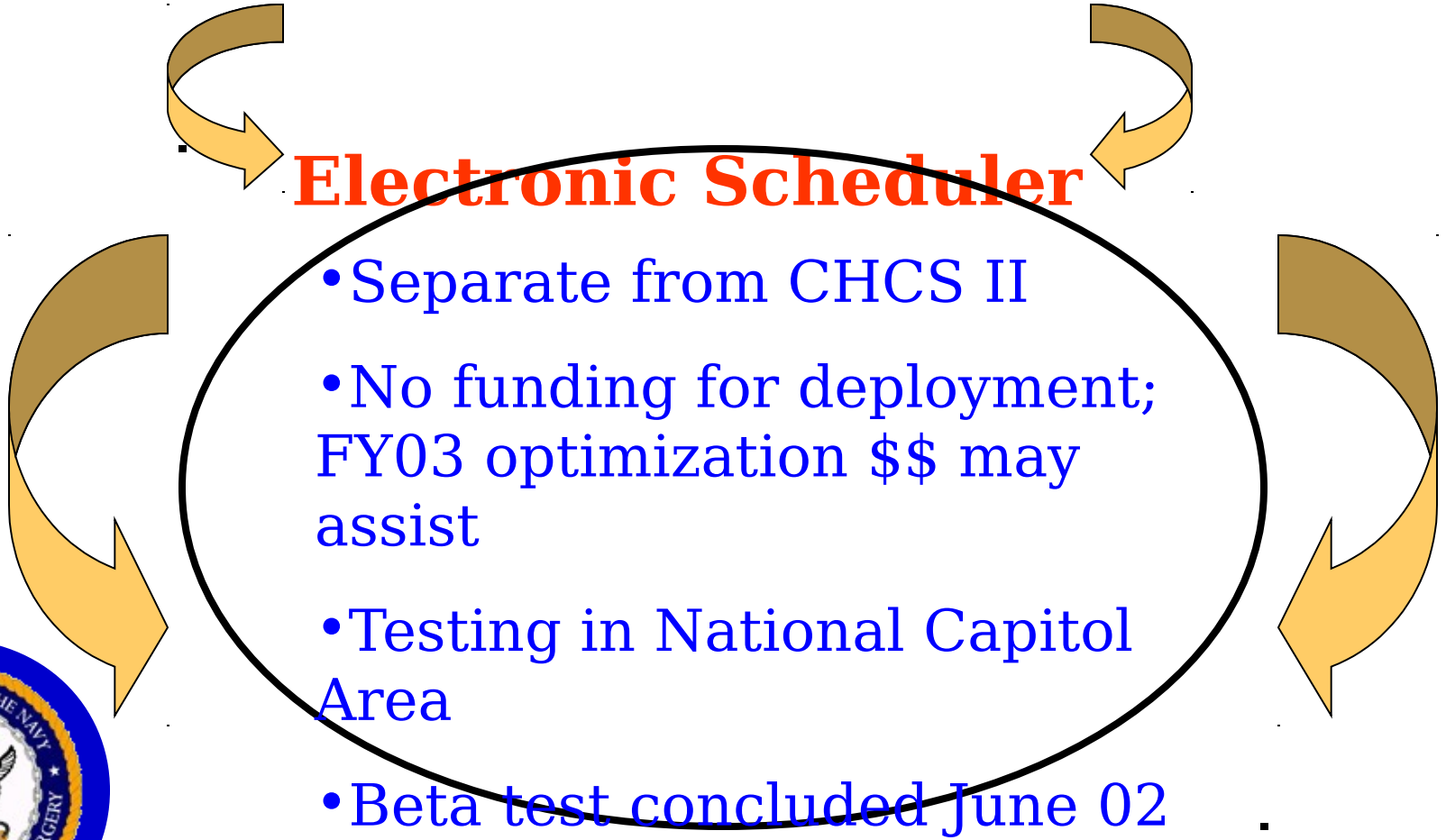
- Two weeks in duration: Commands may send 2 teams (1 DDS/2 techs per team) plus an Enlisted Practice Manager per 2 teams

- Pre-requisites: Techs must be graduated from “A” School at least 8 months, be prophy/sealant qualified, be highly motivated, and have worked with the materials prior to arrival.

A Prioritized and Aligned Strategic Plan



A Prioritized and Aligned Strategic Plan


Electronic Scheduler
•Separate from CHCS II
•No funding for deployment; FY03 optimization $$ may assist
•Testing in National Capitol Area
•Beta test concluded June 02

A Prioritized and Aligned Strategic Plan

Facility Template Redesign

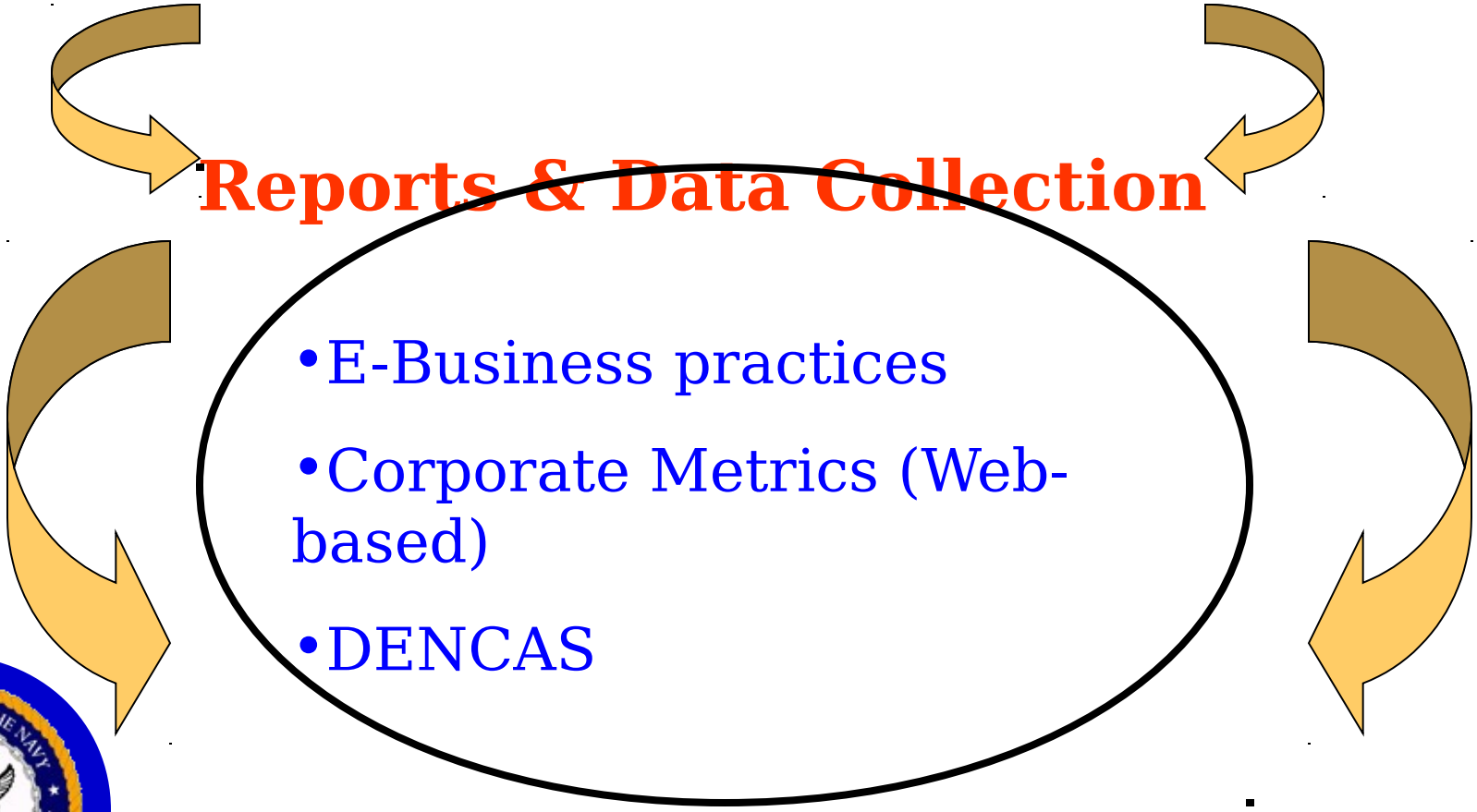
- Current templates based on 1984 data
- New designs will consider technology, infection control, EF/MCD model
- Initiate Sept/Oct 2002 for FY04

A Prioritized and Aligned Strategic Plan

Prosthetic Lab Initiatives

- $2.3M for Dental Lab Support
- Commercial lab training modules
- Dental lab metrics to document performance & improvement
- Goal: increase lab capacity 75%

A Prioritized and Aligned Strategic Plan



Charting the Course

1. Multi-Chair Delivery Training
2. Redesign of facility templates
3. Deployment of electronic scheduler
4. Use of digital radiography worldwide
5. Career path for Expanded Function Technicia

“Bottom Line”

hyper
Healthy

hyper
Fit

hyper
Ready

DENTALLY HEALTHY FORCE

BEST BUSINESS PRACTICES

MULTICHAIR DENTISTRY

INFRASTRUCTURE

READINESS – OPTIMIZATION – INTEGRATION

QUESTIONS?